



THE BUGLE BOY

SPECIAL ISSUE: MILITARY FAMILY ACTION PLAN REPORT, SEPTEMBER 2009



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
SOUTHEAST REGION
UNITED STATES ARMY GARRISON-MIAMI
3511 NW 91st AVENUE
MIAMI, FL 33172-1217

September 11, 2009

Garrison Manager

Dear U.S. Southern Command Personnel and Family Members:

The U.S. Army Garrison-Miami hosts an annual Military Family Action Plan (MFAP) Conference for personnel assigned to the command. The program seeks input from Service Members, their families, retirees, and civilians on the most significant issues affecting their well-being. This year the program celebrated its 25th year! This special edition of the *Bugle Boy* provides the status and resolution of issues discussed during the 2009 conference held 8-9 April 2009.

Thank you for your support of the conference we appreciate your personal sacrifices so freely given to help make our community a better place to live and work. If you have additional questions or concerns, contact Mary Ortiz, Army Volunteer Corps Coordinator at 305.437.2667 or via electronic mail at mary.ortiz@hq.southcom.mil.

Sincerely,

Denis P. Martin
Manager
U.S. Army Garrison-Miami



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Issue 09-01: On-Site Military Clothing Sales

Scope:

Military clothing sales with tailor at USSOUTHCOM is currently unavailable and the alternative is untimely. The closest military clothing sales is over thirty miles from the command, it has an inadequate joint inventory and is closed on Mondays. Joint uniformed members cannot comply with their representative uniform regulations.

Conference Recommendation:

1. Provide on-site access to high demand joint uniformed items.
2. Provide on-site tailor familiar with all service uniform regulations.

Response:

1. The current space at headquarters does not allow for a Military Clothing store.
2. There is not much in stock at the Homestead Military Clothing Sales Store for Army.
3. Customers should contact the Homestead Military Clothing Sales Store or the associates at the USSOUTHCOM shoppette to get uniform items shuttled from Homestead provided the merchandise is available.
4. When items are not available at the Homestead Military Clothing Sales Store, an order can be placed with locations throughout CONUS. The majority of uniform needs for USSOUTHCOM can be satisfied by using the shuttle program. Currently, alterations are provided at USSOUTHCOM in the location with the laundry and dry cleaner.

Status Recommendation: Completed

Lead Agency: Army and Air Force Exchange Service

Action Officer: David Crain, General Manager, Patrick/Homestead Exchange, 321 494-6455/321 323-4413, crain@aaafes.com

Issue 09-02: USSOUTHCOM Reception Process

Scope:

Incoming personnel do not benefit

from a command directed, synchronized, comprehensive and timely reception process. Inbound personnel are not always assigned sponsors. Sponsors are not always properly trained and information provided is not user friendly or timely. Incoming personnel experience stress, are less productive, waste time, resources and could be in violation of USSOUTHCOM regulations.

Conference Recommendation:

Improve reception process.

Required Actions:

Consolidate with Issue 09-09

Issue 09-03: Availability of Dispersed Subsidized Youth Programs

Scope:

No youth subsidized programs available in tri-county area. Youth services are limited to the USSOUTHCOM metropolitan military administrative facility and many families reside outside the area in which these services are provided. Children are denied opportunities to develop interpersonal skills within their community.

Conference Recommendation:

1. Establish local zip code-based subsidized youth programs.
2. Develop partnership with local parks, community centers, schools, and private organizations to accept government-subsidized funding.

Response:

Families have access to subsidized care through the National Association of Child Care Resource and Referral Agencies (NACCRA) as long as programs are nationally accredited through the National Association for the Education of Young Children (NAEYC) and the National Association of Child Care Professionals (NACCP).

Status Recommendation: Completed

Lead Agency: Child, Youth & School Services

Action Officer: Ileana Gonzalez-Posada, 305 437-2633, ileana.gonzalesposada@hq.southcom.mil

Issue 09-04: Loss of BAH Differential for Eligible Members

Scope:

Previously authorized members are no longer entitled to Basic Allowance for Housing (BAH) differential due to regulation changes in 2006. Members who were previously authorized BAH differential no longer qualify for benefits to support dependent children in Service Member divorce cases. Loss of entitlements result in serious financial hardships for affected individuals.

Conference Recommendation:

Reestablish Basic Allowance for Housing differential to Service Members who previously qualified for benefit prior to 2006 revision of DoD Regulation 7000.14 R, Volume 7A, Chapter 26. The regulation needs to be rewritten and amended for consistent comprehensibility and layman understanding (DoD Regulation 7000.14r, Volume 7A, Chapter 26). Soldiers that qualify for differential BAH have to recertify annually for entitlements to continue. If Soldier does not recertify, BAH differential stops.

Response:

It is required to recertify annually because BAH goes up every year and finance wants to ensure proper payments are being allotted for child support.

Status Recommendation: Completed

Lead Agency: Military Personnel Office

Action Officer: Sandra D. Brownlee
305 437-1717, Sandra.brownlee@hq.southcom.mil

Issue 09-05: Monetary Limit for Exceptional Family Member Program (EFMP)/TRICARE Extended Care Health Option (ECHO) Services

Scope:

Some Service Members are required to use civilian programs to off-set the cost of TRICARE ECHO benefits. The current dollar limit of \$2,500 a month is

insufficient. This places a financial burden on Service Members.

Conference Recommendation:

1. Raise monthly dollar limit for TRICARE ECHO program.

2. Expand TRICARE to cover services needed for member of TRICARE ECHO.

Response:

Funding and benefits for EFMP/ECHO programs are controlled by Congress. Congress must expand benefits.

Status Recommendation: Forward to the Department of the Army

Lead Agency: TRICARE

Action Officer: Jackie Bradshaw, 502 301-3755, jbradshaw3@Humana.com

Issue 09-06: Billing/Payment from TRICARE

Scope:

Provider harasses Service Member for unpaid TRICARE-responsible fees. Adequate information such as check number and payment date is not provided on the explanation of benefits (EOB) statement sent to Service Member. Service Member must contact TRICARE to get correct information. TRICARE Service Center does not take ownership to correct situation. Provider takes action against Service Member for non-payment owed by TRICARE.

Conference Recommendation:

1. Require provider to contact TRICARE for non-Service Member obligations.

2. Clearly define date of payment to provider in every EOB sent to Service Member.

Response:

EOB format is mandated and approved by Congress. Member needs to contact the Humana Military Health Services TRICARE Service Center (1 800 444-5445) and the information (check number, payment date, and member liability) will be provided. If provider is inappropriately billing the member, the member needs to contact the Humana Military Health Services TRICARE

Service Center (1 800 444-5445) for assistance.

Status Recommendation: Completed

Lead Agency: TRICARE

Action Officer: Jackie Bradshaw, 502 301-3755, jbradshaw3@Humana.com

Issue 09-07: Prescription Benefits for Retirees in Remote Locations

Scope:

All retirees are not able to access their full prescription benefits. Retirees without access to a military treatment facility (MTF) have out-of-pocket expenses for prescription medications. These out-of-pocket expenses cause undue financial hardships.

Conference Recommendation:

Eliminate cost-share of prescription benefits.

Response:

Prescription benefits and cost-share are controlled by Congress. Service Members must contact Congressional representative and request funding be increased.

Status Recommendation: Completed

Lead Agency: TRICARE

Action Officer: Jackie Bradshaw, 502 301-3755, jbradshaw3@Humana.com

Issue 09-08: Travel for Personnel Actions

Scope:

Travel is required to satisfy service specific Personnel Actions (PA). The Army Military Personnel Office (MILPO) is unable to satisfy all branches of service requirements when other MILPOs are not available on the installation. This disparity between service MILPOs to accomplish personnel actions such as finance, separation and retirement issues result in lost work time, travel, per diem costs and negatively impacts mission-readiness.

Conference Recommendation:

Provide a local consolidated MILPO for all branches of service capable of satisfying all personnel actions to eliminate travel.

Required Actions:

The Military is in the process of implementing a multiservice human resource system, Defense Integrated Military Human Resource System (DIMHRS). This system will handle all personnel actions to include military pay. Military members will be able to route and track all personnel actions.

Status Recommendation: Completed

Lead Agency: Military Personnel Office

Action Officer: Sandra D. Brownlee, 305 437-1717, sandra.brownlee@hq.southcom.mil

Issue 09-09: Modification of Sponsorship Program

Scope:

Inadequate sponsor program results in complications for inbound personnel. Lack of formal region specific training limits sponsors' ability to inform inbound personnel of issues such as school, housing and other family support programs. Formalized sponsor training will allow sponsors to ensure quality of life issues are satisfied prior to arrival of inbound personnel.

Conference Recommendation:

1. Standardized training to better prepare sponsors to advise inbound personnel on housing, schools and quality of life issues prior to arrival.

2. Match personnel and families with compatible sponsor.

3. Establish a directorate level sponsor team comprised of volunteers.

Response:

1. As of August 2009, USSOUTHCOM/USAG-Miami expanded the traditional one-day Newcomer Orientation provided by the garrison to a more comprehensive three-day Newcomer Orientation which is held the third

week of each month. Newly arriving Service Members and DoD civilians are provided with two days of in depth training on USSOUTHCOM's mission, command philosophy, battle rhythm, command structure and the command standards. The garrison provides a one-day orientation of military and community services available through garrison and civilian organizations. The garrison also provides a windshield tour of the local community to Service Members, DoD civilians and family members within the area. The Headquarters Commandant's Office will work more closely with the Human Resources Division and the directorates to ensure everyone is assigned a trained sponsor in a timely manner and the sponsor is in communication with the new employee prior to arrival to the command.

2. Army Community Service (ACS) provides a monthly standardized sponsorship training program. Personnel assigned as directorate sponsors are required to attend. Incoming personnel are also invited to attend the training. The sponsorship training covers topics on housing, schools and quality of life issues prior to arrival.

Status Recommendation: Issue 09-02 was combined with issue 09-09. Completed

Lead Agency: Headquarters Commandant

Supporting Agency: Army Community Service for sponsorship training only

Action Officer: First Sergeant Derrick Campbell, 305 437-2753, Derrick.campbell@hq.southcom.mil

Issue 09-10: Service Specific Issues with Education

Scope:

Non-Army Service Members are relegated to long distance assistance from the education office. Currently, funding is only available to provide one Army-specific education counselor for all USSOUTHCOM personnel. Other service branches cannot obtain face-to-face educational assistance on a regular basis.

Conference Recommendation:

Provide educational service representative from each branch of service bi-monthly.

Response:

The Fort Stewart Army Education Service hub has been tracking education support to all branches of service assigned to USAG-Miami and USSOUTHCOM for the past two years. FY09 statistics show that 66% of the customers belong to the Army, 17% Air Force, 8% Marine Corps, 6% Navy and 3% civilian.

Status Recommendation: Completed

Lead Agency: Education Office

Action Officer: Ms. Pamela King, Fort Stewart Education Officer; 912 767-8331/DSN 870-8331, Pamela.H.King@us.army.mil

Issue 09-11: Affordable Housing for Single Service Members

Scope:

Single Service Members are limited as to the availability of housing for them. Currently, the cost of living allowance (COLA) rate does not assist in off-setting costs of the area. Single Service Members who live farther from headquarters are denied affordable housing because housing options are now more limited and do not support ambulatory movement to the place of duty.

Conference Recommendation:

Provide command-sponsored shuttle service to and from the headquarters to cover all shifts.

Response:

This issue is about transportation and not the cost of living. The command previously had a shuttle for work to duty but only two people used the service, one was military and the other was a contractor. It is not cost effective to provide shuttle service based on the number of military personnel assigned to unaccompanied personnel housing (UPH).

Status Recommendation: Completed

Lead Agency: Transportation Office

Action Officer: Renee Turner, 305 437-1727, renee.turner@hq.southcom.mil

Issue 09-12: Family Child Care

Scope:

Government contracted child care facilities should meet a minimum set of standards. Presently, Child, Youth and School Services does not provide on-the-spot inspections. The current system in place is not value-added to the military family.

Conference Recommendation:

1. Reevaluate standards between parents and Child, Youth and School Services and if the standards are not met remove the facility from the recommended list.
2. Conduct monthly feedback sessions at headquarters between Child, Youth and School Services and parents.

Response:

1. Currently, USAG-Miami does not have any contracted child care facilities and therefore is not authorized to provide on-the spot inspections. Active military and DoD personnel receive subsidized child care through National Association of Child Care Referral and Resource Agencies (NACCRRRA.) CYS Services refers families to the local NACCRRRA Outreach Specialist. Families are referred to child care facilities that partner with the Army and NACCRRRA through the Army Child Care in Your Neighborhood (ACCYN) program. NACCRRRA ensures that the child care facilities participating in the ACCYN program meet minimum standards.

2. Child, Youth & School Services is the liaison between parents and the NACCRRRA Outreach Specialist/Referral. Parents can e-mail concerns to CYS Services and issues will be forwarded to NACCRRRA Outreach Specialist and Department of Army point of contact.

Status Recommendation: Completed

Lead Agency: Child, Youth & School Services

Action Officer: Ileana Gonzalez-Posada 305-437-2633, ileana.gonzalesposad@hq.southcom.mil

Issue 09-13: Teenagers Newcomer Orientation

Scope:

Upon arriving at a new duty station insufficient information is provided to teens to identify community services, resources and organizations.

Conference Recommendation:

1. Host a teen newcomer orientation during the June/July time line.
2. Post community services, resources, and orientation information to the teen link on the USSOUTHCOM portal.
3. Publish youth and teen related information or articles in the Bugle Boy, Spotlight and Garrison Matters quarterly.

Response:

1. Because teens are spread throughout a 170 mile radius from the command, it is geographically difficult to get teens to attend a teen newcomer orientation. Army Community Service and Child, Youth & School Services propose the creation of a compact disc Welcome Packet containing the following information:

- High School Graduation Requirements
- Scholarship Information
- Community Outreach/Volunteer Opportunities
- Leisure Activities throughout South Florida

2. Once the Teenage compact disc Welcome Packet is available for distribution, sponsors and incoming personnel will be queried on whether teenagers will relocate to South Florida. If teenagers will relocate, the Teenage Welcome Packet will be mailed with the regular Welcome Packet.

3. The information contained on the Teenage Welcome Packet disc will also be available on the USAG-Miami web site.

Status Recommendation: Active

Lead Agency: Child, Youth & School Services

Supporting Agency: Army Community Service and Public Affairs Office

Action Officer: Ileana Gonzalez-Posada
305 437-2633, Ileana.gonzalesposad@hq.southcom.mil

Issue 09-14: Teen Cultural and Racial Issue

Scope:

Exposure to multiple cultures and languages create communication barriers that tend to increase the percentage of violent tendencies due to racial tension.

Conference Recommendation:

1. Teenage off site cultural sensitivity training at the new USSOUTHCOM Youth Community Center.
2. Teenager and youth interaction field day (with sports and group activities).
3. Some facilitators involved should be bilingual.

Response:

1. USSOUTHCOM will not have a youth community center. USAG-Miami must comply with Army Regulations that mandate program delivery and services. Currently, there is no program that enables the delivery of off site cultural sensitivity training to teens nor is there data to support that violent tendencies are related to multiple cultures, languages and racial tension in the community. Additionally, South Florida is a multicultural area and teens are exposed to sensitivity training in schools through planned events and activities that help promote mutual understanding.

Status Recommendation: Completed

Lead Agency: Child, Youth & School Services

Action Officer: Ileana Gonzalez-Posada
305-437-2633, Ileana.gonzalesposad@hq.southcom.mil

Issue 09-15: Permanent Change of Station (PCS) Entitlements for Civilians

Scope:

Permanent Change of Station (PCS) entitlements for civilians should be equal for all grades. When PCS costs are paid in accordance with job announcements units pick and choose which entitlement they will pay. Normally the higher grades civilians get all the benefits and lower grades are denied because unit says they are short of finances.

Conference Recommendation:

Change PCS rules to mandate units to pay all PCS entitlement if it is in the job announcement regardless if their budget supports it!

Response:

The DoD Civilian Personnel Joint Travel Regulation (JTR, Volume 2) regulates civilian permanent change of station (PCS) entitlements. The entitlements do not vary by grade. The JTR, Volume 2 does not limit PCS entitlements to a specific grade. Authorization of PCS entitlements is one of a number of recruitment tools which management can use when additional incentives will be needed to fill a position. For each specific recruitment, management considers the pool of local applicants and may offer PCS entitlements to encourage applicants from outside the area to apply if few applicants are available locally. Generally, if applicants are available locally, managers do not offer PCS entitlements as the cost is very expensive. Depending on their budgets, PCS entitlements may even be cost prohibitive. Managers who offer PCS entitlements must follow the JTR, Volume 2 requirements and can only limit the discretionary entitlements as provided for the JTR, Volume 2.

Status Recommendation: Completed

Lead Agency: Human Resources

Action Officer: Lill Gravatt, 305 437-3498,
Lillian.gravatt@hq.southcom.mil

Issue 09-16: Safety Concerns Away From a Military Installation

Scope:

Decentralization from a military installation exposes youth and teens to threats not as prominent on a military base; such as illegal drugs, traffic violations, vandalism, robberies and gangs.

Conference Recommendations:

1. Build a youth center at the USSOUTHCOM headquarters that would create a safer environment for youth and teens.
2. Offer activities and programs that will help youth interact with other military

dependents and build a strong youth network.

3. Create a youth link from the USSOUTHCOM portal for youth to communicate.

Response:

1. Providing a centralized youth center at the USSOUTHCOM complex does not help a decentralized population of military dependent youth.

2. Activities and programs have been initiated to enable youth to interact with other military dependent youth and build strong ties as evidenced by the Family and Morale, Welfare and Recreation Youth Initiative and CYS Services Youth Development Programs. Programs have been marketed and information has been disseminated throughout USSOUTHCOM via portal, Bugle Boy, flyers, etc.

3. Youth link from USSOUTHCOM portal will be addressed through garrison Public Affairs Office for possibilities and to add necessary precautions to protect our youth.

Status Recommendation: Completed

Lead Agency: Child, Youth & School Services

Supporting Agency: Public Affairs Office

Action Officer: Ileana Gonzalez-Posada
305-437-2633, ileana.gonzalesposad@
hq.southcom.mil

Issue 09-17: Geographical Bachelors Have No Barracks

Scope:

At USSOUTHCOM, there are no barracks dedicated to geographical bachelors.

Conference Recommendation:

Build barracks.

Response:

Geographical bachelors receive basic allowance for housing (BAH) at the with-dependent rate and are not authorized installation housing as outlined in AR 420-1. No further action is required.

Status Recommendation: Completed

Lead Agency: Housing Office

Action Officer: Carlos F. Rodriguez, 305 437-2636, carlos.f.rodriguez@hq.southcom.mil

Issue 09-18: Expedite Local Referral Process from Military Treatment Facility (MTF) to Civilian Doctor

Scope:

These referrals take extended time, causing health deterioration and morale issues.

Conference Recommendation:

Provide continuous health care services when critical for recovery.

Response:

Military Troop Facility Commander controls referral for Active Duty Soldier Member. If this issue pertains to expediting the referral process in a timely, accurate and appropriate manner, then it becomes an action for the MTF Commander. During 2009, the TRICARE Provider Network for Southern Florida has been rated fully adequate in all specialties. When this was submitted as an initial issue, TRICARE did not have University of Miami Health System in the network. As of February 2009, University of Miami Health System has been added to the network which included over 1,200 physicians and eliminated any vacant specialty.

Status Recommendation: Active

Action Officer: Jackie D. Bradshaw, 501 301-3755, jbradshaw3@Humana.com

Issue 09-19: TRICARE Network Physicians Network

Scope:

There are not enough good or qualified physicians -- especially in specialized fields in the system.

Conference Recommendation:

Implement legal strategies to get more providers in network.

Response:

University of Miami Health Services is now in the TRICARE Network adding over 1,200 physicians to the network.

Status Recommendation: Completed

Lead Agency: TRICARE

Action Officer: Jackie Bradshaw, 502 301-3755, jbradshaw3@Humana.com

Issue 09-20: Local Support for Convalescent Leave

Scope:

Soldiers are not able to access/attend appointments/care when physically unable to drive to locations and no support is available.

Conference Recommendation:

Provide Soldiers without support access to required transportation and care.

Response:

The Active Duty Service Member (ADSM) is being treated at home and requires transportation services. The Military Troop Facility needs to request a case manager be assigned to the ADSM and the Case Manager will coordinate all of the medical needs for the ADSM. There is one exception, if the ADSM is a Wounded Warrior, then we have a special unit set-up that is dedicated to the Wounded Warrior program, and they will see that the ADSM receives all necessary medical care.

Status Recommendation: Completed

Lead Agency: TRICARE

Action Officer: Jackie D. Bradshaw, 502 301-3755, jbradshaw3@Humana.com

Issue 09-21: Orthodontic Care Benefit Limit

Scope:

Lifetime dollar limits cause large out-of-pocket expenses. Most treatments exceed the \$1,500 lifetime cap resulting in high out-of-pocket costs to Service Members.

Conference Recommendation:

Increase limit of lifetime cap reduce out-of-pocket expenses.

Response:

The limit is mandated by Congress and evaluated once every two years.

Status Recommendation: Forward to the Department of the Army

Lead Agency: TRICARE

Action Officer: Jackie Bradshaw, 502 301-3755, jbradshaw3@Humana.com

Issue 09-22: Permanent Change of Duty Station (PCS) Claims/Disputes

Scope:

Administrative errors should not be a liability of the Service Member. Two years after a PCS move was complete, Service Member received a bill. Apparently the unit records were audited and the member was given more authorizations than he was allowed.

Conference Recommendation:

Do not hold member responsible for error that is not his, establish statute of limitations for PCS move billing.

Response:

When a Soldier PCSs to a new command, he/she is required to fill out travel documents. Once that is done, they will be forwarded to finance. Soldier receives an electronic message telling him/her of the entitlements they will be receiving before payments are made. At that time if there is an error, he/she should notify their servicing finance immediately. If finance notices an error in pay, they will notify the Soldier with a debt letter and will let them know how much, give suspense dates and consideration to prorate the payments because of the error. As long as the Soldier complies with the suspense date, finance will work with the Soldier to not cause hardship. The payment must be paid back and the Soldier will be allowed to prorate payment.

Required Actions: Completed

Lead Agency: Military Personnel Office

Action Officer: Sandra D. Brownlee, 305 437-1717, Sandra.brownlee@hq.southcom.mil

Issue 09-23: TRICARE Dental Rate for Retirees Not Standard

Scope:

Dental rates based on where you reside and should be standardized.

Conference Recommendation:

Base rates for dental care are the same for everyone regardless of their location or base rates on grade, not by where you live. Standardize rates are not equitable. The cost is not standard. There is a disadvantage for those living in a high cost area.

Response:

Rates are not standard because charges are not standard.

Status Recommendation: Forward to the Department of the Army

Lead Agency: TRICARE

Action Officer: Jackie Bradshaw, 502 301-3755, jbradshaw3@Humana.com

Issue 09-24: Approving Level for Civilian Time Off

Scope:

Supervisors currently have no ability to grant 59 minutes for time off to their civilians; military member are not restricted by this limit.

Conference Recommendation:

Pass a law allowing supervisors more flexibility to grant their civilians time off.

Response:

Local commanders have the discretion to determine how the 59 minutes will be used based on the needs and mission of the command. Barring local policies curtailing the use of this authority, supervisors have the ability to grant 59 minutes. Only one 59 minute segment can be granted by a higher ranking official, additional 59

minute segments cannot be granted by subordinate supervisors. The statement that supervisors currently have no ability to grant 59 minutes is incorrect.

Status Recommendation: Completed

Lead Agency: Human Resources

Action Officer: Lill Gravatt, 305 437-3498 Lillian.gravatt@hq.southcom.mil

Issue 09-25: Van/Carpool Options for Shift Personnel Unavailable

Scope:

Need for transportation to and from USSOUTHCOM for those individuals who work outside normal hours. Current van pools arrive at USSOUTHCOM beginning at 0715-0730 and depart at 1600-1630. Many people work outside these hours and cannot use current van pool. Other individuals live in areas not serviced by van pool or do not have enough USSOUTHCOM personnel living in that area to form a van pool.

Conference Recommendation:

1. Reduce number of people required to form a van pool by increasing payments.
2. Use smaller vehicles instead of vans so the cost is less and fewer people are required to ride in areas where fewer members live.
3. Give personnel who cannot ride van pool financial benefits.

Response:

Create a listing with the shift personnel interested in the van/car pool program. Depending on areas, once they have sufficient riders, personnel on the list will be contacted.

Shift personnel can receive monthly cards that will allow them to ride the bus or Tri-Rail.

Status Recommendation: Completed

Lead Agency: Transportation Office

Supporting Agency: Van Pool Service Inc. (VTSI)

Action Officer: Renee Turner, 305 437-1727, renee.turner@hq.southcom.mil

2009 Military Family Action Plan Issues and Status



United States Army Garrison-Miami, Directorate of Family and Morale, Welfare and Recreation,
3511 NW 91st Avenue, Doral, Florida 33172, 305 437-2642.

Send your customer comments to: Mwrcustomerservice@hq.southcom.mil

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